



August 9, 2001

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station, 2nd Floor  
Boston, Massachusetts 02110

Re: **Comments Related to the Technical Conference on Competitive  
Market Issues and Access to Customer Information - DTE 01-54**

Dear Secretary Cottrell:

Select Energy, Inc. ("Select") appreciates the opportunity to provide the Massachusetts Department of Telecommunications and Energy ("Department") with its initial comments on competitive market initiative and access to customer information. Select's comments supplement its remarks made at the Department's technical conference held on July 24, 2001.

### **Introduction**

As previously stated at the Department's technical conference held on July 24, 2001, the access to and efficient exchange of essential customer information is critically important to a competitive supplier's success in the retail electric marketplace. Moreover, to fulfill on the promise of electric industry restructuring to offer Massachusetts consumers fair and competitive pricing, Select would encourage the Department to undertake a number of important steps. The recommended steps are as follows:

### **Access to Customer Lists With Qualitative Information**

All local distribution companies in Massachusetts should make lists of both default service and standard offer service customers available to licensed, competitive suppliers on an ongoing basis. These lists should be prepared and distributed to suppliers on a quarterly basis and in a format that is acceptable to all parties. Furthermore, the content of the customer information should, at a minimum, include the following:

- ?? Customer Name
- ?? Billing Contact Name
- ?? Mailing Address and Service Address
- ?? Telephone Number

?? Rate Class

**Customer Usage Information**

The timely receipt of customer interval usage information, both current and historical, from the LDC is absolutely critical to offering customers competitive pricing options in today's marketplace. With the customer's unique usage profile characteristics, a supplier can effectively offer a customized price which provides the greatest savings. Additionally, the provision of monthly interval data can be used by the supplier to bill customers so that they may take advantage of non-traditional peak periods, consolidated demands or interruptible services. Also, Select Energy would encourage the Department to examine the current fee structure for interval data. It is recommended that the Local Distribution Company's facilitate access of this data via the Internet.

**Access to LDC Load Research Information**

There may be value in competitive suppliers having the opportunity to access LDC load research data for a reasonable service fee. Particularly, if customer interval data is not available, access to market segment or class load shapes would be extremely helpful. With access to this data, suppliers can provide smaller customers with a more competitive pricing offer. Therefore, Select would encourage the Department to consider this recommendation.

**Use of Electronic Signatures and Internet-based Authorization**

Select encourages the Department to allow the use of electronic signatures for the release or authorization of customer usage information and enrollment versus the current requirement of a "wet signature" or third party verification. In the competitive marketplace, a suppliers speed to market and response to a prospective customer can make the difference between success and missed opportunity. Moreover, the efficiency of these critical operational business practices can determine if a customer actually obtains a competitive offer and realizes demonstrated savings. Therefore, Select would highly recommend that the Department establish a working group to fully explore the implementation of an Internet-based authorization process.

On behalf of Select, I appreciate the opportunity to comment on these significant retail electric market issues. Furthermore, Select looks forward to working with the Department and other parties to further enhance retail electric competition for the benefit of consumers in the Commonwealth of Massachusetts.

Respectfully submitted,

Marc A. Hanks

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Select Energy, Inc.